

CLAIMS

1 1. A system for providing knowledge management services over a network,
2 comprising:
3 at least one computer workstation;
4 a server operably coupled to said at least one computer workstation via said
5 network;
6 a plurality of business applications executable via said server;
7 a data storage device storing information including files, documents,
8 spreadsheets, models resulting from execution of said business applications, said data storage
9 device accessible to said server;
10 a knowledge management enabling tool executing on said server, said tool
11 including:
12 a graphical user interface operable for implementing knowledge
13 presentation and knowledge maintenance;
14 at least one application programming interface;
15 a solution environment; and
16 a knowledge management enabling environment integrated with said
17 plurality of business applications and said solution environment via said application
18 programming interface;
19 wherein said knowledge management enabling tool facilitates receipt, classification,
20 storage, and retrieval services relating to knowledge via said plurality of business applications.

1 2. The system of claim 1, wherein said knowledge management enabling
2 environment includes:

3 a repository including a knowledge base, comprising:
4 a metadata subcomponent configured to manage structured data stored
5 in said knowledge base;
6 a binary large object subcomponent configured to manage unstructured
7 data stored in said knowledge base;
8 a structuring component;
9 a search component; and
10 a collaboration component.

1 3. The system of claim 2, wherein said structured data includes metadata relating to
2 a knowledge artifact, said metadata placing it in a logical context.

1 4. The system of claim 2, wherein said unstructured data includes:
2 word processing files;
3 presentations;
4 spreadsheet files;
5 software programs;
6 templates; and
7 industry-specific information, including:
8 process models;
9 architectural diagrams; and
10 structure models of pharmaceuticals under development.

1 5. The system of claim 2, wherein said structuring component includes:
2 a means for categorizing knowledge artifacts into taxonomies;
3 a means for mapping said knowledge artifacts among related taxonomies;
4 a means for providing annotations to said knowledge artifacts; and
5 a means for logically linking together said knowledge artifacts.

1 6. The system of claim 5, wherein said knowledge artifacts are mapped into
2 taxonomies via at least one of:
3 hard coded rules;
4 similarity algorithms;
5 clustering algorithms; and
6 inference engines.

1 7. The system of claim 2, wherein said search component facilitates full text,
2 graphic, and parametric searching of said structured data and said unstructured data.

1 8. The system of claim 2, wherein said collaboration component includes a
2 means for:
3 conducting threaded discussions;
4 implementing forum management;
5 providing shared calendars;
6 facilitating document management; and
7 providing electronic bulletin boards.

1 9. The system of claim 1, wherein said solution environment includes a
2 web-enabled infrastructure of components, said components including at least one of:

- 3 a role manager;
4 a context manager;
5 a process manager;
6 a security manager; and
7 a workflow manager.

1 10. The system of claim 1, wherein said data storage device is accessible to
2 said at least one computer workstation via an access control tool.

1 11. The system of claim 1, wherein said plurality of business applications
2 include at least one of:

- 3 project management;
4 process management;
5 resource management;
6 risk analysis;
7 planning; and
8 industry-specific tools.

1 12. The system of claim 1, wherein said graphical user interface is presented
2 to said at least one computer workstation in the form of a portlet within a portal.

1 13. The system of claim 1, wherein said graphical user interface is presented to
2 said at least one computer workstation via a client technology including web browser
3 technology.

1 14. The system of claim 2, wherein content management of said knowledge
2 base is provided by said graphical user interface.

1 15. The system of claim 2, wherein said graphical user interface allows
2 interaction with said knowledge base based on workflow provided by said solution
3 environment.

1 16. The system of claim 2, wherein searching and access of said knowledge
2 base is provided by said application programming interface and said graphical user
3 interface.

1 17. The system of claim 1, wherein said application programming interface utilizes
2 web-enabled open standards protocols.

1 18. The system of claim 1, wherein said network is an Internet network.

1 19. The system of claim 1, wherein said network is an Intranet network.

1 20. The system of claim 1, wherein said network is an Extranet network.

1 21. A method for providing knowledge management services relating to a project
2 management business application executing on a server in conjunction with an applications
3 programming interface and a knowledge management tool, comprising:

4 receiving data at a knowledge management enabling environment, said data
5 relating to a project;

6 establishing a customer context relating to said project via a solution
7 environment;

8 transferring said customer context to a solution environment;

9 structuring said customer context; and

10 storing said context in said solution environment.

1 22. The method of claim 21, further comprising:

2 retrieving data relating to a task, said task assigned to an individual via said
3 project management tool; wherein said task comprises a directive to create a work product;

4 searching said solution environment for a role of said individual; and

5 establishing a project context and a role context.

1 23. The method of claim 22, further comprising:

2 aggregating said customer context, said project context, and said role context;

3 and

4 transferring aggregated contexts to said project management tool.

1 24. The method of claim 23, further comprising:
2 gathering search data using terms found in said aggregated contexts and local
3 information;
4 executing a search in a knowledge repository for knowledge artifacts relating to
5 said project;
6 retrieving selected artifacts based upon search results; and
7 transferring said task and said selected artifacts to said individual.

1 25. The method of claim 24, further comprising:
2 upon completion of said task:
3 packaging said work product with said selected artifacts and said
4 aggregated contexts resulting in a work package;
5 displaying content of said work package to said individual wherein:
6 said individual is requested to provide an approval status for
7 submission of said selected artifacts to be included in said knowledge repository; and
8 upon approval of said selected artifacts, transferring said work package
9 to said knowledge management enabling environment.

1 26. The method of claim 21, wherein said customer context includes information,
2 including at least one of:

3 a customer name;
4 customer contact information;
5 customer industry;
6 contract information;
7 products involved; and
8 enterprise employees working with said customer.

1 27. The method of claim 24, wherein said search data includes at least one of:

2 a role;
3 skills;
4 language;
5 industry; and
6 technology.

1 28. The method of claim 24, wherein said local information includes work product
2 information including at least one of:

3 schedule deadlines;
4 project phase data,
5 project task data; and
6 schedule information.

1 29. The method of claim 24, wherein said executing a search in a knowledge
2 repository includes utilizing structuring information from a structuring component for collecting
3 and returning said knowledge artifacts.

1 30. The method of claim 24, wherein said transferring said task and said selected
2 artifacts to said individual includes providing at least one of:
3 a description of said task;
4 examples of similar work products; and
5 technique papers.

1 31. The method of claim 24, wherein said task and said selected artifacts are
2 transferred via at least one of:

3 an email message to said individual; and
4 a collaborative workplace accessible to said individual via a link to said task
5 and said selected artifacts in said workplace.

1 32. The method of claim 25, wherein said transferring said work package to said
2 knowledge management enabling environment includes:

3 storing work package data;
4 mapping said work package data to associated taxonomies;
5 initiating a workflow operable for implementing content management of
6 said work package data; and
7 storing results of said task in said knowledge repository.

1 33. A storage medium with machine-readable computer program code for
2 providing knowledge management services relating to a project management business
3 application executing on a server in conjunction with an applications programming interface and
4 a knowledge management tool, the storage medium including instructions for causing said server
5 to implement a method, comprising:

6 receiving data at a knowledge management enabling environment, said data
7 relating to a project;

8 establishing a customer context relating to said project via a solution
9 environment;

10 transferring said customer context to a solution environment;

11 structuring said customer context; and

12 storing said context in said solution environment.

1 34. The storage medium of claim 33, further comprising instructions for causing said
2 server to implement:

3 retrieving data relating to a task, said task assigned to an individual via said
4 project management tool; wherein said task comprises a directive to create a work product;

5 searching said solution environment for a role of said individual; and

6 establishing a project context and a role context.

1 35. The storage medium of claim 34, further comprising instructions for causing said
2 server to implement:

3 aggregating said customer context, said project context, and said role context;

4 and

5 transferring aggregated contexts to said project management tool.

1 36. The storage medium of claim 35, further comprising instructions for causing said
2 server to implement:
3 gathering search data using terms found in said aggregated contexts and local
4 information;
5 executing a search in a knowledge repository for knowledge artifacts relating to
6 said project;
7 retrieving selected artifacts based upon search results; and
8 transferring said task and said selected artifacts to said individual.

1 37. The storage medium of claim 36, further comprising instructions for causing said
2 server to implement:
3 upon completion of said task:
4 packaging said work product with said selected artifacts and said
5 aggregated contexts resulting in a work package;
6 displaying content of said work package to said individual wherein:
7 said individual is requested to provide an approval status for
8 submission of said selected artifacts to be included in said knowledge repository; and
9 upon approval of said selected artifacts, transferring said work package
10 to said knowledge management enabling environment.

1 38. The storage medium of claim 33, wherein said customer context includes
2 information, including at least one of:

3 a customer name;
4 customer contact information;
5 customer industry;
6 contract information;
7 products involved; and
8 enterprise employees working with said customer.

1 39. The storage medium of claim 36, wherein said search data includes at least one
2 of:

3 a role;
4 skills;
5 language;
6 industry; and
7 technology.

1 40. The storage medium of claim 36, wherein said local information includes work
2 product information including at least one of:

3 schedule deadlines;
4 project phase data,
5 project task data; and
6 schedule information.

1 41. The storage medium of claim 36, wherein said executing a search in a
2 knowledge repository includes utilizing structuring information from a structuring component for
3 collecting and returning said knowledge artifacts.

1 42. The storage medium of claim 36, wherein said transferring said task and said
2 selected artifacts to said individual includes providing at least one of:
3 a description of said task;
4 examples of similar work products; and
5 technique papers.

1 43. The storage medium of claim 36, wherein said task and said selected artifacts
2 are transferred via at least one of:
3 an email message to said individual; and
4 a collaborative workplace accessible to said individual via a link to said task
5 and said selected artifacts in said workplace.

1 44. The storage medium of claim 37, wherein said transferring said work package
2 to said knowledge management enabling environment includes:
3 storing work package data;
4 mapping said work package data to associated taxonomies;
5 initiating a workflow operable for implementing content management of
6 said work package data; and
7 storing results of said task in said knowledge repository.